Enterprise System
Frequently Asked Questions – August 2021

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AUTHENTICATION OF USERS

Question 1: How does the Enterprise system authenticate users?

Answer: Each user must create a NCID account. In addition, the Provider Administrator will receive a registration number for each license number and renewal application.

WEB BROWSERS

Question 1: What web browser is recommended while using the Enterprise system?

Answer: It is recommended that you use Google Chrome if you are paying your licensing fees online within the Enterprise system.

Question 2: Can I use Microsoft Internet Explorer as my web browser?

Answer: No. It is recommended that you do not use Microsoft Internet Explorer.

PROVIDER ADMINISTRATOR

Question 1: Can I designate more than one individual as a Provider Administrator?

Answer: Yes.

Question 2: Who should I contact if I need to change the Provider Administrator at my facility?

Answer: Please contact the DHSR section that regulates the services you provide with the following information:

- First and last name of your Provider Administrator
- Email address of your Provider Administrator
- NCID account username of your Provider Administrator
- Facility ID# (your FID# is assigned by DHSR. This is not your Tax ID#)
- Facility license number (Your license number is assigned by DHSR and is available on your license certificate)

Also, please refer to Question 3 below.

Question 3: How can I assign or remove licenses within the Enterprise system?

Answer:

1. Login as the Provider Administrator and hover the mouse on the Admin > User Admin > Manage Licenses.
2. Click on Manage Licenses menu and then the user will be taken to the Manage Licenses Screen.
3. Click on the NCID search icon and that will show a pop-up message asking for a NCID and Email address.
4. Enter the correct NCID and Email address and then click on Lookup. The table will appear with the user information. Then click on the NCID link.
5. The user will then be automatically added to the NCID in the Manage Licenses Screen.
6. Now, select the license which needs to be associated or disassociated and click on the "Assign" or "Un-Assign" button.

NCID ACCOUNT

Question 1: Who should I contact if I need assistance with my NCID account?

Answer: Refer to the resources below.

- NCID Support
- NCID User Guide
- North Carolina Department of Information Technology Customer Support Service Desk at 919-754-6000 or 1-800-722-3946

Question 2: Can I use my existing NCID account information if my place of employment has not changed?

Answer: Yes.

Question 3:   Can I use my existing NCID account information if my place of employment has changed?
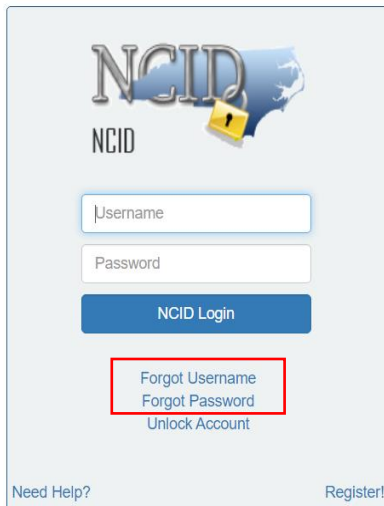
Answer: No.

Question 4: Can I include special characters in my NCID username?

Answer: No.

Question 5: How do I find my NCID username or NCID password?

Answer:

1. Click here to go to the NCID website
2. Select "Forgot Username" or "Forgot Password"

REGISTRATION NUMBER

Question 1: How many registration numbers should I receive?

Answer: You should receive one (1) registration number for each license number (i.e., license certificate). If you have not received all your registration numbers, then please check your spam/junk email folders. If you continue to experience problems, then contact the DHSR Enterprise System Support Team.

Question 2: Can I copy and paste the registration number from the email notification I received into the Enterprise system?

Answer: Yes.

LOG-IN ACCESS

Question 1: I received a "Not Authorized" message when I attempted to access the Enterprise system. What should I do?

Answer: Ensure you have created a NCID account with a username that does not include special characters. If you continue to receive the message, then contact the DHSR Enterprise System Support Team.

FACILITY LICENSE NUMBER

Question 1:   I do not know my license number.   What should I do?

Answer: Refer to your license certificate or contact the DHSR section that regulates the services you provide.

Question 2: The Enterprise system does not recognize my license number. What should I do?

Answer: Ensure you are not adding extra spaces when entering the license number into the Enterprise system. Also, if your current license certificate includes a hyphen in the license number, then input the hyphen into the Enterprise system. Otherwise, do not include a hyphen. If you continue to experience problems, then contact the DHSR Enterprise System Support Team.

LICENSE FEES

Question 1: Should I enter a dollar amount for taxes while paying my license fees?

Answer: No, you are not required to pay taxes on your license fees.

Question 2: Who should I make the paper check payable to?

Answer: NC Division of Health Service Regulation.

Question 3: Do I need to submit a separate paper check for each license number?

Answer: Yes.

Question 4: Do I need to include my license number on the paper check?

Answer: Yes. This will ensure the payment is applied to the correct provider. For convenience, you may submit a copy of the email you received from the Enterprise system confirming your license renewal application submission to DHSR. The email confirmation should include your license number.

Question 5: Where should I send my paper check?

Answer:

- Home Care, Home Health, and Hospice Providers:
    - Mailing Address: 2712 Mail Service Center, Raleigh, NC 27699-2712
    - Physical Address (FedEx Delivery Only): 1205 Umstead Drive, Raleigh, NC 27603

- Cardiac Rehabilitation Providers:
    - Mailing Address: 2712 Mail Service Center, Raleigh, NC 27699-2712
    - Physical Address (FedEx Delivery Only): 1205 Umstead Drive, Raleigh, NC 27603

- Mental Health Providers
    - Mailing Address: 2718 Mail Service Center, Raleigh, NC 27699-2718

- Nursing Home Providers:
    - Mailing Address: 2711 Mail Service Center, Raleigh, NC 27699-2711
    - Physical Address: 1205 Umstead Drive, Raleigh, NC 27603

- Adult Care and Family Care Providers:
    - Mailing Address: 2720 Mail Service Center, Raleigh NC, 27699-2720

    NOTE:
    Adult Care and Family Care Providers will also need to submit the following document with each paper check: Annual Renewal Fee Form

RENEWAL APPLICATION QUESTIONS

Question 1: Will I receive my licensure renewal in the mail?

Answer: The following provider types will receive their licensure renewal application in the mail:

- Acute Care

The following providers should complete their licensure renewal application in the Enterprise system:

- Adult Care
- Cardiac Rehabilitation
- Family Care
- Home Care
- Home Health
- Hospice
- Mental Health
- Nursing Home
- Nursing Pool

Question 2: Who should I contact if I have a question regarding the renewal application?

Answer: Please contact the DHSR section that regulates the services you provide. Due to the number of providers that each license section supports, please allow at least 48 hours for your phone call or email to be returned.

Question 3: Should I complete the renewal application in the Enterprise system if information is incorrect and I am unable to make corrections?

Answer: Yes.   You must complete the renewal application in the Enterprise system. After your renewal application has been approved, then you will be able to make minor updates in the Enterprise system using the Enterprise System Change Feature.

For changes that cannot be completed using the Enterprise System Change Feature, such as name or address corrections, contact the DHSR section that regulates the services you provide.

Question 4: I have sold my business, or I am in the process of selling my business. Should I complete the renewal application in the Enterprise system?

Answer: Yes. You must complete the renewal application before the license can be updated in the Enterprise system with the new owner information. Once your renewal application has been approved, then you can utilize the Enterprise System Intent for Sale Feature.

Question 5: The upload feature in the Enterprise system does not work. What should I do?

Answer: It may take a few minutes for the Enterprise system to upload large file sizes. If you continue to experience problems, contact the DHSR Enterprise System Support Team.

Question 6: How long will it take to process the renewal application?

Answer: The process could take up to two weeks. Please be aware that your renewal application will not be approved until the renewal fees have been processed by the DHHS Controller's Office.

Question 7: How will I know my renewal application has been approved?

Answer: There are two communication methods built into the Enterprise system.

- You will receive an email notification from the Enterprise system informing you that your application has been approved.
- At any time, log into the Enterprise system and see if the license certificate is available to review and print.

TRAINING

Question 1: Where can I find training regarding the Enterprise system?

Answer: Providers should go to the Enterprise system homepage and scroll down to the training section.